



Charcae Donaire

Accounting Associate / Accounts Payable (6 years 5 months)

Mobile Number 09177727073
Email: charcaedonaire@gmail.com
Age: 25 years old
Location: M. Pacubas Drive, Mambaling, Cebu City, Cebu
Expected Salary: 40,000.00
Job Level: 5+ Years

Work Experience

May 2023 to Present
1 year 2 months

VA - Legal Document Processor

Freelance

- **Managed and processed legal documents** for various court filings, including summonses, complaints, and default packets, ensuring accuracy and compliance with deadlines.
- **Monitored filing statuses** across multiple platforms, including Serve Manager, Green Filing, and PST, updating records and handling submissions.
- **Coordinated eFiling and eDelivery** tasks for different counties, including Marin and Ventura, managing the submission and verification of documents.
- **Handled client communications and email management:** Responded to emails regarding document statuses, rejections, and resubmissions. Managed incoming correspondence and ensured prompt and accurate responses.
- **Executed administrative tasks**, such as updating due dates, managing job statuses, and generating invoices.

Software Used: Adobe Acrobat 9 Pro, Outlook, Microsoft Office, Serve Manager, Green Filing, PST, Marin County Superior Court eDelivery System, Ventura County eDelivery System

October 2022 to February 2023
0 year 4 months

Social Media Tech Support Team Leader

Conduent

- **Leadership** - Primary role is to provide day-to-day management of a team.
- **Customer Support** - Address customer chat inquiries regarding internet issues, network setup, and related problems.
- **Troubleshooting Connectivity Problems** - Diagnose and troubleshoot issues affecting internet connectivity, such as outages, slow speeds, or dropped connections. Guide customers through step-by-step solutions.
- **Modem/Router Configuration** - Assist customers with setting up and configuring modems, routers, or other networking devices for optimal performance and connectivity.
- **Account and Billing Support** - Handle inquiries related to billing, service plans, and account management.

- Technical Documentation - Maintain accurate records of customer interactions, issues reported, and solutions offered.
- Escalation and Collaboration - Collaborate with network operations or engineering teams to resolve complex issues swiftly, providing detailed information for escalated cases.
- Quality Assurance and Customer Feedback- Follow up with customers to confirm problem resolution and collect feedback for improving service quality.

Software Used: Salesforce, Confluence, ISP Website, Jira, Microsoft Office

July 2020 to September 2022
2 years 2 months

Back Office Team Leader

Tech Mahindra

- Data Validation - Review, analyze, and validate data inputs for accuracy, completeness, and consistency.
- Primary role is to provide leadership and day-to-day management of a team.
- Monitor and Analyze the actual performance data and ensure SLAs are being met. Handle 14 (or more) team members.
- Attrition and absenteeism handling.
- Review performance metrics, technical base and other skills set required, prepare improvement action plans and effective follow up, take corrective actions whenever required.
- Coordinate among various departments like Quality, Training, etc and review individual group's performance, and set action plans for improvement.
- Conducts Performance Management of assigned team members which includes coaching, handling out of disciplinary sanctions for violations against company policies and performance reviews.
- Identifies and Resolves problems that affect the performance of the team and quality service.
- Assist the Manager in planning , developing and implementing initiatives and improvements to the process/discipline.
- Provide overall direction of the team inquiries and requests in support of end users.
- Maintain a current understanding of the company policies, process changes and remain an expert of the process.
- Take charge of coordination, follow up and notifications for priority issues, incidents or escalations.

Creates reports for the client and stakeholder reviews. Extra Tasks
-Admin Tasks.-Preparing Reports/Readout (MS Word, Excel, Powerpoint Presentation).-Client Meetings.-Assigned as POC on 1 Project.-Perform Ops Val or final interviews for new hires.

Software Used: BOSS , Microsoft Office

May 2019 to July 2020
1 year 2 months

Accounts Payable Specialists

Shogun Management & Development Corp.

- Assemble invoices to be completed for processing of payments.
- Review invoices the correctness & completeness of details.
- Clarify any unusual or questionable invoice items, prices or receiving signatures.
- Obtain proper information/data regarding invoice payments.
- Verify and calculate invoices amounts.
- Process/enter invoices into system and prepare check vouchers.
- Post transactions to journals, ledgers and other records.
- Prepares system generated withholding tax or 2307 form.Â
- Provide supporting documents for audits.
- Prepares Monthly Processing reports for tracing purposes.
- Monitor due dates of utilities, business tax, real property tax, and accounts to ensure payments are up to date.
- Correspond with vendors and respond to inquiries.
- Reconcile accounts payable transactions.Â
- Maintain copies of paid vouchers attached with invoices.

Software Used: EZ Accounting System, ClickUp, Microsoft Office

November 2018 to February 2019
0 year 3 months

Audit Intern

Commission on Audit Regional Office No. VII

- Prepared Matching of Collection & Deposits (Analysis of Collection).
- Encoded & Summarized Check Disbursements.
- Inventoried of Financial Reports, records and other related documents.
- Performed other activities that Audit Team Leader required (Submission of reports to concerned offices within the COA Bldg., Photocopying of documents and Fax Communication)

March 2017 to July 2018
1 year 4 months

Office Assistant

Barba Press

- Handling incoming calls and other communications.
- Recording information as needed.
- Greeting clients and visitors as needed.
- Updating paperwork, maintaining documents and word processing.
- Helping organize and maintain office common areas.
- Performing general office clerk duties and errands.

Education

March 2019

University of Cebu - Main Campus
College graduate in BSBA - Major in Management Accounting

Skills & Languages

MS Office. (Advanced)
Quickbooks (Average)
EZ Accounting System (Advanced)
SAP Business One (Beginner)
Leadership (Advanced)
Data Entry (Expert)
Problem Solving (Advanced)
GAAP - Bookkeeping (Average)
Analytical Skills (Advanced)
Salesforce (Average)
Troubleshooting (Advanced)
Ticketing (Average)
Chat Support (Average)
Jira (Average)
ClickUp (Average)
VS Code (Average)
FIGMA (Advanced)

Certificates, Trainings & Associations

SAP Business One - With Certificate of Completion.
HTML - With Certificate of Completion.
CSS - With Certificate of Completion.
PHP - With Certificate of Completion.

References

Ms. Jinalyn Villavelez
Shogun Management & Development Corp.
Supervisor/Head Section - Accounting Opex
09338532094

Jan Adrian Yap Manuel
Tech Mahindra
Group Leader
09455504406